

Nebraska Division of Behavioral Health

**MQIT**

November 27, 2012 / 9:00-10:00 a.m. CDT  
DBH/Live Meeting

Meeting Notes

**I. Attendance**

*Heather Wood*

Region I – Bonnie Lockhart, Cara Didier  
Region II – Kathy Seacrest  
Region III – Melinda Farritor  
Region IV – Ginger Marr, Amy Stachura  
Region V – Linda Wittmuss  
Region VI – Stacy Brewer, John Murphy, LuAnn Boehm, Joel Case, Sarah Cooper  
Magellan – Lisa Christensen, Don Reding  
Medicaid - Lowell Sedlacek  
GAP - Wanda Swanson  
DBH – Heather Wood, Robert Bussard, Carol Coussons de Reyes, Ying Wang, Kelly Dick, Cody R Meyer

**II. Welcome**

*Heather Wood*

- Heather welcomed attendees to the meeting; roll call was taken.
- Overview of agenda. No additions were requested.
- October 2012 MQIT minutes were approved. No additions or questions were noted.

**III. Regional Questions/Discussion**

*Heather Wood, Bob Bussard*

- ***Regions that have questions for Magellan should have these to Bob Bussard by the end of day Thursday, prior to the next scheduled MQIT meeting ([Robert.bussard@nebraska.gov](mailto:Robert.bussard@nebraska.gov)).***
- Answers will be better addressed if Regions are able to submit their questions with examples or other details rather than generic questions.

There were no regional questions posed.

**IV. Magellan Updates**

**A. Report Discussion**

*Heather Wood, Bob Bussard*

The Average Handle Time Report, Error Report, and the Appeals Report will be available each month as handouts via Live Meeting. Discussion will be limited to one report each month, unless a specific request is made to discuss another report.

**Reports Discussion: Average Handle Time**

Lisa Christensen reviewed the Average Handle Time report (attached) noting especially the past year for the Customer Service Average Handle Time and Care Manager Average Handle Time. She encouraged preparation on the part of the clinician calling in to expedite each call.

**B. Reporting Update**

*Lisa, Don, Carl, Heather, Bob.*

NOMs Reporting Options: Don Reding has been in contact with St. Louis and there is one section with provider data for which a variant may be produced in Excel format. This will occur after Magellan's IT freeze sometime after February 2013.

**C. EPC & CPC Discharge Update**

Registrations made *before June 1, 2011* and that remain open will receive an administrative discharge.

This discharge will occur before mid-December, and a notice will be sent out prior.

In review:

- It is not necessary to go back to records with registration dates before June 1, 2011, unless more accurate discharge information is desired. Agencies must attend to registrations occurring after May 31, 2011 until today, starting with the most recent and working back. Remember to edit the registration, answer the new admission questions, and save the registration before a discharge can be completed.
- The provider manual has guidance in Appendix K on how to complete information that is unknown or not available. Appendix K is the last page of the manual which can be downloaded from the MQIT web site: [http://dhhs.ne.gov/behavioral\\_health/Pages/beh\\_mqit.aspx](http://dhhs.ne.gov/behavioral_health/Pages/beh_mqit.aspx)

ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Send note to group/providers when administrative discharge will occur.	Bob	Prior to discharge

### C. eBHIN Update

In review:

The Electronic Behavioral Health Information Network (eBHIN) and Magellan are working together to determine what records are in one system and not the other. Don is working with St. Louis and a coordinated effort is being done to make sure records are in both systems.

- No further information was provided today.

### D. CPT Code Update

In review:

Medicaid and Magellan are working through the CPT codes that will be necessary for the behavioral health network. If a provider serves Medicaid consumers, note that there will be changes coming up in January, 2013.

- Medicaid is ready to go for January 1, 2013.
- 90806 is re-designated as 90834 - billing changes.
- Margaret Booth holds weekly calls on this topic and invites providers to participate.
- General information on changes can be found at the American Psychological Association web site.
- Bob will send out information on Margaret's calls and the link to the APA's web site.

ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Send information on calls and web site.	Bob	ASAP

### V. Other

#### A. Income Variable Discussion

*Bob Bussard*

- This should be in line with the Financial Eligibility worksheet.
- A fact sheet would be helpful for providers to illustrate how to complete the income variable portion.

#### B. Provider Manual Feedback

*Bob Bussard*

Please continue to provide feedback as it is received.

## VI. **Meeting Close**

*Heather. Group*

Call for January MQIT Agenda Items:

- Region 1 noted at this time that on a discharge, when entering for deceased, the additional information requested becomes unnecessary (such as where the client is discharging to). Unfortunately this cannot be changed in the system; however, it will be considered for a future data system.
- CPT Code Updates will remain on the agenda.
- No other agenda items were recommended.

- Next meeting: January 22, 2013, 9:00 – 10:00 a.m. Central Time
- Adjourned at 9:40 a.m.

*Notes prepared by the Division of Behavioral Health, Nebraska Department of Human Services. Notes are intended to provide only a general summary of the proceedings.*

## Magellan Call Center Statistics: Average Handle Time

### Customer Service Average Handle Time

Sep-09	2:34
Oct-09	2:42
Nov-09	2:30
Dec-09	2:31
Jan-10	2:43
Feb-10	2:27
Mar-10	2:34
Apr-10	2:32
May-10	2:43
10-Jun	2:29
10-Jul	2:51
10-Aug	3:01
10-Sep	2:44
Oct-10	2:39
Nov-10	2:49
Dec-10	3:14
Jan-11	3:06
Feb-11	3:13
Mar-11	3:04
Apr-11	2:57
May-11	2:32
Jun-11	3:38
Jul-11	3:50
Aug-11	3:59
Sep-11	3:50
Oct-11	4:16
Nov-11	4:20
Dec-11	4:25
Jan-12	4:28
Feb-12	4:18
Mar-12	3:53
Apr-12	4:08
May-12	4:03
Jun-12	3:55
Jul-12	3:54
Aug-12	3:59
Sep-12	4:11
Oct-12	4:06

### Care Manager Average Handle Time

Sep-09	14:03
Oct-09	14:39
Nov-09	15:47
Dec-09	17:04
Jan-10	18:40
Feb-10	16:41
Mar-10	16:59
Apr-10	15:21
May-10	16:07
10-Jun	16:11
10-Jul	19:02
10-Aug	19:08
10-Sep	12:53
Oct-10	8:42
Nov-10	8:14
Dec-10	7:52
Jan-11	8:46
Feb-11	10:10
Mar-11	11:28
Apr-11	10:46
May-11	11:40
Jun-11	12:35
Jul-11	12:17
Aug-11	11:53
Sep-11	14:41
Oct-11	16:41
Nov-11	14:46
Dec-11	14:13
Jan-12	14:43
Feb-12	15:25
Mar-12	16:40
Apr-12	16:47
May-12	16:49
Jun-12	17:30
Jul-12	17:02
Aug-12	17:49
Sep-12	17:01
Oct-12	16:44